

CUSTOMER MANAGEMENT SYSTEM

ABSTRACT OF THE DISCLOSURE

A computer-implemented method of updating an electronic schedule is provided. The method includes
5 a step of statistically analyzing a collection of data representing historical interactions with a plurality of previous potential buyers. The method also includes a step of developing at least one recommended action item to be taken with respect to a
10 current potential buyer based on results of the statistical analysis. Finally, the method includes the step of automatically updating an electronic schedule with at least one task representing the at least one recommended action item.